

IN News & Views

A NEWSLETTER DEDICATED TO INFORMATION TECHNOLOGY IN THE STATE OF MONTANA

Biometrics

Computers need a better way to safely recognize their users. Historically, passwords do not work very well. They are cheap to establish, but very expensive to maintain. About 50% of all help desk calls are related to lost or forgotten passwords.

Biometrics is a technology that identifies users by some aspect of their physical being, not with passwords or tokens. There are several different types of biometric technologies, including visual recognition, fingerprint authentication, and voice recognition.

Visual recognition includes iris, retina, face, hand geometry, and now ears. The most popular method is face recognition. The reason for its popularity is because it is the least expensive and has the most cooperation from employees, as it only requires having a picture taken. Hand geometry is also popular. Hand readers ensure accuracy because every hand is different and cannot be duplicated.



Fingerprint authentication has been around for more than 15 years, but has been widely used only recently. Many computer keyboards now come with a fingerprint window for authentication purposes. Fingerprints and signatures are the only forms of identification that have legal standings.

Voice recognition is in its infancy. Problems have arisen because these systems are sensitive to background noise and changes in a person's voice. It should be used in lower security areas.

The use of biometrics for logging onto computer systems is becoming popular. It simplifies and speeds up the login process while eliminating the reliance on password management. For more information regarding Biometrics, contact Lynne Pizzini, Network Security Officer at 444-4510, Outlook or e-mail at lpizzini@state.mt.us.

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Year 2000 Status Report

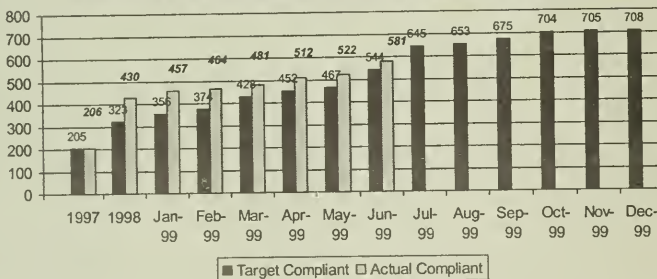
Montana continues to be ahead of schedule in meeting its Y2K goals. As of July 6, 1999, more than 82% of all systems are Year 2000 compliant. That number should rise to over 95% by August. Of the 227 high priority systems, 181 or 80%, are currently compliant. Agencies predict that they will have more than 90% of the critical systems compliant by August and 100% by October.

Governor Racicot establishes Y2K Council

The Montana Y2K Readiness Council will meet for the next 12 months to gather information and advise the governor on issues surrounding the change to a new millennium. Lieutenant Governor Martz will chair the council.

Governor Racicot said, "There may be a tendency on the part of some to view the coming of the new millennium with some uncertainty in light of the anticipated Year 2000 problem. I formed the Y2K Readiness Council to assist me in learning the facts about Y2K and to keep Montanans informed. The Council will be responsible for giving our citizens sound, solid information on how the Year 2000 may affect them and what they can do to mitigate these affects."

Year 2000 Compliance Target vs Actual All Systems



The Council will be responsible for facilitating the timely sharing of information among Montana governmental agencies and the private sector. "I am delighted," Lieutenant Governor Judy Martz said, "to be asked to chair this Council. I believe the Y2K issue could possibly touch each of us in some way and I want to be sure that Montana is fully prepared to enter the new millennium. I look forward to working with representatives

Governor Racicot and Lieutenant Governor Martz recently met with representatives of the State's Y2K project to discuss what action is best for Montana. Governor Racicot signed Executive Order 6-99 that creates the Y2K Readiness Council. The council is comprised of public officials from State and local government and private sector firms and associations deeply involved with the Y2K issue.

from utility companies, banks, hospitals, and state and local government agencies on this Council."

The Council's first meeting was July 8. Members learned that most sectors are well on their way to full compliance. The banking industry currently has all critical systems compliant and utility companies (electric, gas, communications) and state government are nearly complete. There was some concern about small local governments (including cities, towns, counties, tribal governments) and their abilities to deal with the complexities of the Y2K issue. The Council will meet again in early August and is considering holding public hearings to gather citizen input.

For more information on the Y2K Readiness Council, contact G Scott Lockwood, Year 2000 Compliance Officer, at 444-2655, Outlook or e-mail at slockwood@state.mt.us or check out the Year 2000 web page at <http://www.state.mt.us/isd/year2000>.

NetWare 5 Conversion Project

The testing team has run into few problem areas in preparation for the NetWare 5 conversion. LAN administrators have been kept up to date on issues and workarounds (all documentation may be found on the Value Added Server at **guest/NW5 Upgrade/Testing**). For example, in the hardware area there are some problems with microchannel controllers and ProComm CD towers. In the software area, there is a problem with AREV (Advanced Revelations). The vendor of AREV has stated that the product will not be updated to run in a pure IP environment, the direction the Enterprise is headed. Most agencies using AREV have plans to replace those systems, but, in the future, it could mean that those applications wouldn't run across the NetWare 5 network.

During July we will be doing some pilot rollouts. The first will be the Montana Developmental Center in Boulder for PHHS. Right on the heels of that conversion, we'll be sending a multi-agency team to Bozeman for our first regional deployment. At that time, we'll be upgrading NetWare 3 and NetWare 4 servers at Revenue, Agriculture, Corrections, PHHS and DNRC.

For questions, contact Wendy Wheeler of the Policy, Development and Customer Relations Bureau at 444-2856, Outlook or e-mail at wwheeler@state.mt.us.

TRU Server Telemanagement System

The State of Montana has recently signed a contract to replace the current telemanagement system. The system is the Telco Research CCO database which resides on the Helena mainframe. It collects call records from around the state and processes the long distance charges. In addition, this system serves as the directory lookup database, inventory and work order system for many State agencies and Universities.

The new telemanagement system is the latest system produced by Telco Research. It is a client-server system called TRU Server. After evaluating proposals from several companies, it was determined that TRU Server would best meet the current and future needs of the network. The new system is an Oracle database with a Windows interface. It is **much** more user friendly and will allow greater query and report-writing capability. It includes an attendant directory, a work-order system, a premises wiring administrator, extensive inventory capabilities and the ability to reconcile records against the PBX. Future plans include the addition of a problem-tracking module.

Information Services Division plans to implement the new system in the first quarter of 2000. Parallel testing will take place fall of 1999. The implementation phase of the new system is called the TRU Server Implementation Project. At that time, individual monthly telephone statements will change in appearance and then reports can be distributed via e-mail. These changes will be transparent to most end users, but significant to telecom personnel using the system to enter work orders. This system was introduced at a videoconference to University telecom personnel held June 30, 1999.

The immediate goal is to bring the long-distance billing module into production on schedule. The eventual goal of the project is a truly integrated, single-entry system that all telecom locations are able to use to conduct the day-to-day business of providing voice and data services. Telemanagement managers were sent a survey to determine individual business practices at their locations.

For project questions, contact Sibyl Govan of the Telecommunications Operations Bureau at 444-2861.

Calendar of Events

August

- 4** Information Technology Managers Council (ITMC), 8:30-10:30 am
Rm 111, Metcalf Bldg.
- 24** Year 2000 Readiness Council,
9-10:30 am, Rm 111, Metcalf Bldg.

September

- 1** Information Technology Managers Council (ITMC), 8:30-10:30 am
Rm 111, Metcalf Bldg. (may be rescheduled)
- 8** Information Technology Advisory Council (ITAC), 8:30-Noon,
Rm 111, Metcalf Bldg.
- 10** Montana Geographic Information Council (MGIC), 9:30 am-1 pm, Rm 160, Mitchell Bldg.



ITMC July Meeting

The Information Technology Managers Council met on July 7 and was updated on the following projects:

- MT PRRIME
- NetWare 5 Conversion
- Year 2000 progress
- Oracle contract
- Distributed IT resources
- The work of the DHCP subcommittee

The Web Server Subcommittee presented its final report and the Council will take action on the recommendations in August.

Complete minutes of the meeting are available on the ISD web site at <http://www.state.mt.us/isd/groups/ITMC>.

For more information on the activities of ITMC, contact Wendy Wheeler of the Policy, Development and Customer Relations Bureau at 444-2856, Outlook or e-mail at wwheeler@state.mt.us.

Removing Microsoft Office 97

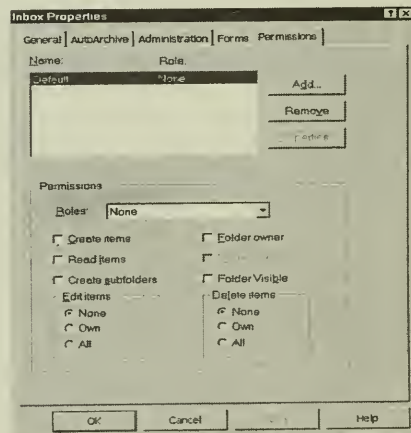
Some network administrators are having problems completely removing Office 97 from a computer. The remove program from within Office 97 doesn't remove some registry settings and other aspects. There is a program that will completely remove Office called Eraser 97.

If you have any questions about Eraser 97, or would like to know how to get this program, please contact Brian Clark of End User System Support at 444-0751, Outlook or e-mail at brianc@state.mt.us

Outlook 98 - Granting Inbox Permissions

Most employees can turn on their **Out-of-Office Assistant** in Outlook, change their voice mail and go on vacation without another work-related thought. Others receive mail that must be handled by coworkers while they are gone and need to give them access to their inbox. You can set these permissions yourself without the aid of the Exchange Administrators.

If John Smith wants to give Jane Doe access to his intray, he would open his Outlook, and click on **File | Folder, Properties for Inbox** and then click on the **Permissions** tab.



Next, he would click on the **Add** button, select "Doe, Jane" from the Outlook Address book and click on **OK**. Her name would then appear directly under the "Default" setting currently listed. Highlight her name and click on the down arrow next to **Roles**. Change the **NONE** role to **EDITOR**. With that role, Jane Doe can now click on **File | Open | Other user's Folder** and open John Smith's inbox.

Some user's can get confused and make the coworker a **Delegate** to their mailbox. This gives much more access than is required to simply check mail. A **Delegate** can send messages from you and reply to your mail. They can also organize meetings on your behalf, and respond to meeting and task requests sent to you.

If you have any Outlook 98 questions, please contact Sue Skuletich of the End User Support Section at 444-1392, Outlook or e-mail at sskuletich@state.mt.us.

PowerPoint Made Easy! Add new life to your charts

Generic bar charts can get pretty boring. Often we end up with too much data on one chart and it's difficult to focus attention on one section at a time. A good workaround is to animate the individual elements of the chart so that they grow from the bottom to top. This article will explain how.

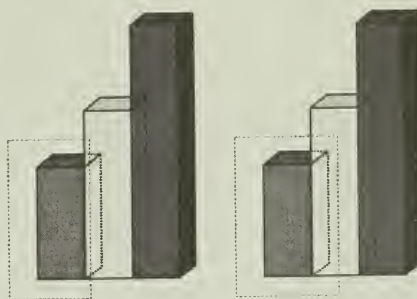
Let's start with a standard bar chart. Open PowerPoint and New Slide, then choose Chart. The default is a 3D bar chart with the year divided into four quarters and three areas each. Double click on the chart to bring up the submenu and then click off the chart to return to the main menu. Now there is a 3D bar chart on your slide. Before we can animate this chart we must first ungroup it. Keep in mind that when you are doing real life slides you will want to do this step **AFTER** you are sure there will be no more changes because ungrouping it breaks all links to the datasheet. An option is to make a copy of the slide first.

Ungroup the chart by selecting it and then click on **Draw|Ungroup**. A warning window will appear but yes, we do really want to ungroup it so select **Yes** and then click off the chart to release all the individual objects.

The next part of the process involves re-grouping individual parts of the chart. For this demonstration, let's select each 3D bar. Keep in mind that all of these bars have three polygons (multi-sided figure), a front face, a top and a side but the adjacent bar sometimes hides the sides. To select all three parts, click and drag making sure the select box covers all the parts.

If the select box does not completely encompass the polygon, it will not select it. This will help you to avoid selecting unwanted polygons,

as you can be selective. See the figure below. The left selection would not capture all three polygons because it does not entirely encompass the hidden polygon. The right selection encompasses all three but does not **completely** encompass any of the polygons on the adjacent 3D bar. This is the correct way to select the individual polygons.



As you select the three polygons (1 3D bar), go to **Draw|Group**. Then, with the group selected, go to **Slide Show|Custom Animation|Effects** and change the Effect from **No Effect** to **Stretch From Bottom**. Repeat the process for all the bars, then go to **Slide Show|View Show** to view the effect. Note that when you are viewing the effect you will click the mouse for each of the elements to appear.

If you have any questions about this article, contact Trapper Badovinac of the Policy, Development and Customer Relations Bureau at 444-4917, Outlook or e-mail at tbadovinac@state.mt.us. For PowerPoint 97 questions, please contact your agency support staff, Office Assistant, or the ISD Customer Support Center at 444-2000.

Microsoft Word 97 . Microsoft Word 97

Converting WordPerfect Macros to Microsoft Word, Visual Basic for Applications

How Macros Differ Between WordPerfect and Word

Part 2/3 - Beyond the differences in the programming languages used by WordPerfect and Word, the approach to writing and developing macros varies considerably between the two products.

In WordPerfect 5.1 for DOS, macros are written using a small and somewhat limited macro editor. Commands are inserted by choosing them from a master "command list," or by pressing the keys associated with each command. For example, to insert the command for applying bold to text, you press the **F6** key.

In WordPerfect 6.1 for Windows, macros are stored in standard WordPerfect documents, and no special editor is needed to view and modify them. WordPerfect executes the commands contained in the document as a series of macro instructions.

Both approaches differ considerably from the technique used in Word 97. Word macros are written and developed using the integrated development environment of Visual Basic. This integrated programming environment runs in its own window, and it includes advanced debugging features, property-editing and code-editing features (including compile-time syntax checking and tools for constructing statements), an Object Browser, and code organization and tracking features.

The other programs in the Microsoft Office 97, Professional and Developer Edition suites also share Visual Basic, including Microsoft Excel, PowerPoint, and Microsoft Access. A single Visual Basic program can control any and all of these programs.

The discussion here is confined to converting WordPerfect macros to Word-only macros. However, you're not limited to using Word as the only element of automating your office solutions. You can write Word macros that control other Office 97 programs, as well as products from the over 40 companies that have currently licensed Visual Basic technology.

Deciding when a Macro isn't Needed

Not all automated tasks require a macro in Word. Some of the macros created in WordPerfect may not need to be replicated in Word, because Word may offer a built-in feature that can do the same job. Instead of reconstructing macros, consider using the follow Word features:

- **Templates** – Standard document formats can be stored in template files. Whenever a new document is created based on a template, it inherits the formatting of the template. Templates are used to store Word macros projects, styles, AutoText entries, and command bar, menu and shortcut key customizations. To base a new document on a template, click **File | New**.
- **Forms** – Word documents can include form elements such as text boxes, command buttons, and check boxes to create an online form. The forms feature of Word simplifies the task of filling out forms so a macro isn't needed. An added benefit of the form feature in Word is that the rest of the document (including text, images, and formatting) can be protected against editing. Form elements can be added using the **Control Toolbox** toolbar or the **Forms** toolbar.
- **AutoText** – The AutoText feature allows you to store and retrieve text, graphics, tables, and formatting. To use AutoText, click **Insert | AutoText**.
- **AutoCorrect** – The AutoCorrect feature is used to automatically correct common misspellings, such as "teh" with "the." You can also use the feature to insert long-form text. As an example, type *sy*, and the AutoCorrect feature can "expand" it to *Sincerely Yours*. To use AutoCorrect, click **Tools | AutoCorrect**.
- **Insert Symbol** – Use symbols with the powerful AutoCorrect feature in Word. AutoCorrect allows you to associate two or more characters with a given symbol. For example, typing the characters

Microsoft Word 97 . Microsoft Word 97 .

(r) inserts ®. To insert a symbol, click **Insert | Symbol**.

- **Styles** – Repetitive formatting is efficiently handled by the style feature in Word and not a macro (a common technique with WordPerfect for DOS). With styles, you can easily redefine the formatting of a style and the text is automatically updated. To use styles, click **Format | Style**.
- **Letter Wizard** – Business letter formatting can be applied using the Letter Wizard in Word. The Letter Wizard formats a letter based on your stylistic choices. If you need to create many letters using the same basic formatting, you can easily record a macro or create a letter template using the Letter Wizard. Whenever the macro runs, the formatting you chose is automatically applied. To use the Letter Wizard, click **Tools | Letter Wizard**.
- **Customized Menus, Toolbars and Shortcut Keys** – Word lets you change toolbars and create shortcut keys for any command so that frequently-used features are just a mouse click or a keystroke away.

Understanding Where Macros Are Stored In Word

The standard WordPerfect storage method for macros is a file. Each macro is stored as a separate file on a disk, and is given a unique name. To run a macro, specify the name and WordPerfect reads the macro file.

In Word, macros are stored in documents and templates as Visual Basic *modules*. Macros are ordinarily stored in the user's default template, Normal.dot. However, Word allows you to store and use macros in any document or template. Additional templates can be loaded using the Templates & Add-ins dialog box (Tools menu). To run a macro from the Macros dialog box, you can choose to display all the available macros, or only those in a specific template or document.

Note: WordPerfect 6.0 and later for Windows also supports macros in templates.

To share macros with another user can pose a quandary if you're used to the WordPerfect approach to macros. Sharing Visual Basic macros is accomplished in a number of different ways.

- Give your Normal.dot file to the user.

Note: This is not recommended because this will overwrite the user's existing Normal.dot file.

- Copy the Word macros to a separate template and give the template to the user (place the template in the user's \Program Files\Microsoft Office\Office\Startup folder; this makes all macros within the template automatically available whenever Word is used).
- Copy the macro to a document and distribute the document. The user can then use the Organizer to copy the macro to another template or document. The user can also copy and paste code between modules in the Visual Basic development environment.
- Export the Visual Basic module and distribute the file (*.bas). The file can be imported into another user's project using the **Import File** command (File menu).
- Place the template on a server and set the server path as the **Workgroup Templates** location (File Locations tab, Options dialog box, Tools menu).

This article was adapted from Microsoft Technical support documentation. For more information about this article, contact Jerry Kozak at 444-2907, Outlook or e-mail at jkozak@state.mt.us. If you have questions regarding Word 97, please contact your agency support staff, or the ISD Customer Support Center at 444-2000.

Microsoft Word 97 . Microsoft Word 97 .

Use a WordPerfect Label Document to Create Labels in Microsoft Word

Part 2/3 - In WordPerfect, labels use a custom paper size. This custom size makes it tricky to use WordPerfect labels in Microsoft Word. This document will help you quickly convert these WordPerfect labels into a Word data document. After you have created the Word data document, you can use the Mail Merge feature to create labels in Word.

Converting WordPerfect Labels to a Word Data Document

When you open a WordPerfect label document in Word, it will resemble the following:

Name¶
Address¶
City,State-ZIP¶

Page Break

Name¶
Address¶
City,State-ZIP¶

Page Break

Note: If you do not see the paragraph symbols, ¶, click the Show/Hide button on the Standard toolbar.

To modify this converted WordPerfect document so that you can use it to create labels in Microsoft Word, use the following steps:

1. With the converted WordPerfect document visible, click **Edit | Replace** to see the dialog box.
2. In the **Find What** box, type ^p (to create the ^ character, press SHIFT+6). In the **Replace With** box, type ^t, and then click **Replace All**. This step replaces all the paragraph marks in the document (designated by ^p) with tabs (designated by ^t). When Word finishes making these replacements, a dialog box appears stating how many replacements were made. The dialog box asks whether you want to continue searching.
3. Click Yes. Click OK.
4. In the **Replace** dialog box, in the **Find What** box, type ^m. In the **Replace with** box, type ^p, and click **Replace All**.
5. When Word makes all the replacements, click Yes, click OK, and then click Close to close the Replace dialog box.

The data will now look similar to the following:

Name→Address → City,State-ZIP → ¶
Name→Address → City,State-ZIP → ¶
→ ¶

6. Select **Edit | Select All**.
7. Then **Table | Insert Table**.
8. Click the mouse button to clear the selection.
9. Place the insertion point anywhere in the last (blank) column, click the right mouse button, and click **Delete Cells**. The **Delete Cells** dialog box will appear.
10. Select **Delete Entire Column**, and then click OK. The surplus column will be removed.
11. Press CTRL+HOME. Click **Table | Insert Rows**. A new blank row will appear.
12. Type appropriate field headings for each of the fields. Your document should now resemble the following:

Name	Address	City
Name	Address	City, State ZIP
Name	Address	City, State ZIP

13. Save the document as "Datan.doc" (where n is any number). Close the document.

Congratulations! You have successfully created a Word data document. Next month we'll use the Mail Merge feature to create labels from this document.

This article was adapted from Microsoft Technical support documentation. For questions about this article, contact Mike Moller of End User Systems Support at 444-2907, Outlook or e-mail at mmoller@state.mt.us. If you have questions regarding Word 97, please contact your agency support staff, or the ISD Customer Support Center at 444-2000.

Microsoft Word 97 . Microsoft Word 97 .

Just Spike it!

Have you ever wanted to move scattered portions of text/graphics in a document? Using the Cut and Paste commands and the Clipboard for each separate section could be a very difficult and time-consuming task. Fortunately, there is an easier way—just Spike it.

To use the Spike, you remove two or more items from nonadjacent locations, append each item to the Spike's contents, and then insert the items as a group in a new location or document.

- To move an item to the Spike, select the text or graphic, and then press Ctrl+F3. Repeat this step for each additional item you want to move to the Spike.
- Click an insert point to the Spike's contents.
- To insert the Spike's contents and empty the Spike, press Ctrl+Shift+F3. Word inserts your text selections in the order you added them to the Spike, then clears the contents of the Spike.
- To insert the Spike's contents without emptying the Spike, click **Insert | AutoText | AutoText**. In the Enter AutoText entries here box, click Spike, and Insert.

An alternate is to insert the contents of the Spike without emptying the Spike is to simply type Spike where you want the contents to appear and then press [F3].

- To view Spike's contents, click **Insert | AutoText | AutoText | Spike**. Word displays all or a portion of the Spike's contents in the Preview box.
- To delete the Spike's contents without inserting them, click **Insert | AutoText | AutoText | Spike** in the list of AutoText names. Click the **Delete** button to remove the Spike AutoText entry.

The great thing about the Spike is that you can cut items from various places in your document, as well as from other documents—something you can't do with Word's Cut and Paste features.

Do you want to leave the selected portions of text where they are and insert copies of that text somewhere else? Although you can't copy text to the Spike—you can only cut it—there's a fairly simple workaround. Just select the text you wish to Spike. Next, copy the selection to the Clipboard using the normal Copy commands. Then, press CTRL+F3 to cut the information to the Spike. Once you've spiked the text, paste the contents of the Clipboard back into your document using the regular Paste commands.

Portions of this article were obtained from the Word 97 Assistant. For more information about this article, contact Irvin Vavruska of End User Systems Support at 444-6870, Outlook or e-mail at ivavruska@state.mt.us. If you have questions regarding Word 97, please contact your agency support staff, or the ISD Customer Support Center at 444-2000.



Deleting Files in the Open Box

As a LAN Administrator, I often get asked, "Is there an easy way to delete unnecessary files without leaving Word? I choose File|Open to open a document and notice that I have a bunch of files that I don't need. I then us Windows Explorer to delete those files."

To delete a file in the Open dialog box, right-click the file name and then Delete. This works in all the Microsoft Office 97 programs. You can also highlight several files or directories to delete all at once.

To highlight files in a series: Click on the first file then move to the ending file hold down the Shift key and left click again. This will highlight your start file, end file, and all the files in-between.

To highlight individual files: Click a file, then hold

down the Ctrl key and click any other files.

Be careful when deleting directories that you don't accidentally choose the wrong one. It will delete EVERYTHING in that directory.

Don't use this method to delete temporary files, as you might accidentally delete a file the program needs. If you want to delete leftover temporary files, close the program and use Windows Explorer.

For more information about this article, contact Heidi Mann of End User Systems Support at 444-2791, Outlook or e-mail at hmann@state.state.mt.us. If you have questions about Word 97, please contact your agency support staff, or the ISD Customer Support Center at 444-2000. These tips are adapted from www.tipworld.com.

Add/Remove Plus!

Add/Remove Plus! is a better alternative to Control Panel's Add/Remove Programs list, designed to help you manage the list of programs that can be uninstalled by Windows. Instead of uninstalling a program using the standard Control Panel's Add/Remove Programs dialog box, uninstall it with Add/Remove Plus! After removing the program from your computer, Add/Remove Plus! will ensure that the program is also removed from the Add/Remove list.

Add/Remove Plus! also allows you to manage the Add/Remove list. Orphan entries, applications that are missing the uninstall program, are marked with a special icon, and you can easily remove them. You can also modify the existing entries or add new entries to the list. You may even drag shortcuts to uninstall programs and drop them over Add/Remove Plus! to add them to the list.

These tips are adapted from Add/Remove's readme file. Add/Remove Plus! Free Edition Version 1.0 © 1998-1999 Aurelitec Development Group. All rights reserved. If you would like a copy of the Add/Remove Plus! Files, they are available on the Value Added Server at guest\windows\win95\addons\AddRemove. If you don't have access to the VAS, contact Irv Vavruska of End User Support at 444-6870, Outlook or e-mail at ivavruska@state.mt.us.

Windows 95/98 - Add Addresses to Your Taskbar

You may already know that you can get to the Internet by typing a Web address on the Address bar of any Explorer window. But did you also know that with a little tweaking, the Taskbar will perform the same function? Just add the Address toolbar to the Taskbar.

Right-click a blank area on the Taskbar, select Toolbars, and in the pop-out menu, select Address. Type an Internet address into the blank text area and press Enter. Your browser will start and go to the address you entered. This entry remains in a dropdown list for later. To add addresses to the dropdown list, select whatever address is shown by clicking on it and type in another address. When you press Enter it is added to the dropdown list. You now have Internet access on screen at all times. No open windows necessary!

Tip: To resize the Address bar or any toolbar, hold your mouse pointer over the vertical bar at the toolbar's left edge. When the pointer changes to a double-pointed arrow, click and drag in either direction.

These tips are adapted from www.tipworld.com. If you have questions about this article, contact Irv Vavruska of End User Support at 444-6870, Outlook or e-mail at ivavruska@state.mt.us.

Systems Training Coming

ISD is offering a series of workshops for business and IT staff involved in developing and implementing large systems.

Coming September 13-17 is **"Fast Start in Business Systems Analysis"** for anyone who needs to learn practical systems thinking:

- Learn how to diagnose management questions and present possible solutions from your findings
- Comprehend the "big picture" and the consequence of your decisions
- Learn to understand how systems thinking can really help management
- Collect, document, and organize information
- Identify and document symptoms through e-mails and interviews
- Avoid basic problems in designing forms and reports by carefully identifying and analyzing procedures
- Develop communication skills by delivering a stand-up presentation at the end of the workshop

The class uses a case study to model the concepts being taught.

In October, we are offering a 5-day workshop on **"Universal Systems Development"**. It will run the week of October 25. This is a combination of two previously offered three-day classes.

The universal approach brings all the different components of information systems technology together. For example, you will learn things from how client server relates to object oriented technology to the differences in modeling operations and information. This workshop will give you a broader perspective of the information systems industry. It covers analysis, design and development techniques that are the foundation for all the current methods and tools (including CASE tools). These techniques will complement and support product and tool specific training and will make transitions between environments much easier to manage.

Major topics include:

- Information Systems Development strategies
- An Effective Strategy for Analysis and Design
- The Concept and Use of Objects
- Analyzing and Modeling a Problem Domain
- Testing, Validating and Packaging the Analysis Results
- System Design
- Client/Server Development
- Object Oriented Development
- Interface Design
- Process Architecture

"Systems Testing and Quality Assurance" is being offered November 6-8. Highlights of this workshop are:

- Responsibilities, expectations, and mechanisms for measuring the success of software development
- Understand the role of the tester and testing responsibilities
- Develop quality concepts that will facilitate decision making at each stage of testing
- Define clear specifications and system objectives
- Communicate all information clearly to the individuals participating in the development process
- Manage changes during the system development life cycle
- Initiate a formal transition phase process
- Select a suitable methodology to provide adequate test coverage and to deliver
- the desired level of assurance
- Identify the role testing plays in future systems modifications
- Maintain appropriate records through the life of the product

Detailed information on costs, locations and how to register is available on the ISD website at: <http://www.state.mt.us/isd/current/training>. For other questions, contact Wendy Wheeler of the Policy, Development and Customer Relations Bureau at 444-2856, Outlook or e-mail at wwheeler@state.mt.us.

Media Based Training (MBT)

ISD has MBT courses that are available to all state employees. Courses range from Microsoft Office 97 to Mainframe software. You'll find UNIX, LAN/WAN, HTML, Relational Databases, Project Management and more. Most of the courses are on a CD, but some are available on videotape. Courses are checked out for a two-week period, but can be extended if nobody is waiting for it.

We frequently update this library. If you have a need for a course that you don't see, please send me e-mail. If enough employees request a course we will do our best to acquire it. As we receive new courses, I will review them in *ISD News & Views*.

The following courses have been added and are available for checkout. For more details, see <http://www.state.mt.us/isd/current/training/mbt.htm>.

Implementation & Support of Microsoft Internet Information Server 4.0

Course Code: 1.04.08

Plan and implement strategies for Microsoft Internet Information Server 4.0. Learn security and implement and choose technology to resolve problems.

Install and configure IIS. Understand issues that need to be considered when applying permissions to directories and see the effective way to manage a web site.

Connect to databases (ODBC) and Index Server. Install and run Index Server, the indexing process and queries, configure IIS to integrate with Index Server, and understand the ODBC concepts.

Study Common Gateway Interface (CGI), Internet Server Application Program Interface (ISAPI) and Active Server Pages (ASP). Configure IIS to support server-side scripting, run CGI and ISAPI applications and support ASP. Explore the IIS monitoring and optimization process.

Resolve Microsoft Internet Information Server problems, IIS configuration problems, security problems, resource access problems, Index Server query problems, setup issues, using WebMaps to find and repair links, WWW and FTP Service problems.

Implementation & Support of Microsoft Proxy Server 2.0

Course Code: 1.04.09

Plan an Intranet or Internet site for different environments, choose a secure access strategy for various situations, a strategy to balance Internet access across multiple Proxy Server computers, and a fault tolerance strategy. Install Microsoft Proxy Server and configure the various services, user authentication, arrays and packet filtering.

Cover issues that need to be considered when setting up and configuring permissions for users. Learn about the Web Proxy service cache and enabling reverse proxying and reverse hosting, and how to backup and restore Proxy Server configuration.

Configure Proxy Server clients to use Microsoft Internet Explorer and Netscape Communicator as Web Proxy client applications. Configure browsers for automatic and customized client configuration scripts.

Explore monitoring and optimizing tools, how to maintain a log, monitor performance, analyze performance issues and optimize performance of Proxy Server. Analyze Internet traffic and monitor current sessions on Proxy Server.

Resolve problems while using Microsoft Proxy Server 2.0, for Proxy Server installation and client access, security, cache, and hardware-related problems.

Sniffer Network Analyzer Troubleshooting

Course Code: 4.02.01

See the types of Sniffers and how they capture, interpret and analyze data. Review main menu options, and how to use the important interface functions. Learn about system options and settings, and how to use the function keys to interact with the Sniffer.

Capture traffic with the Sniffer Network Analyzer. Choose a capture source, a capture mode and learn capture traffic limitations. Review Expert Mode that provides real time analysis of network traffic. Learn about Classic Mode and Focus Mode, and how to capture in bridged, routed or switched environments.

Computer Security Training for End Users

The Summary Window explains how to use the column display options. The Detail Window explains how to read interpreted protocol information displayed in the window and how to use the F7 and F8 keys to view in adjacent frame. The Hexadecimal Window explains how to calculate the offset of a particular byte, how to edit frames and how to display ASCII or EBCDIC characters in the Hex Window. Use the Sniffer to search for frames using different criteria. Use the Two Viewports option and the Names Table.

Use capture and display filters to narrow the focus of analysis by filtering out unwanted or unrelated frames. Use pattern matching to search for sequences of data within frames, and the difference between frame relative and data relative pattern matching. Use frame slicing to save specific portions of frames.

Use Triggers to catch specific events or problems while you are away from your networks. See many types of Triggers and how to enable or disable them. See the three primary ways for stopping a capture when a Trigger event occurs. Use the Trigger Disk Snapshot to automatically have Trigger events saved to disk.

See advanced features of the Sniffer Network Analyzer. Cover how to create a baseline, monitor traffic, protocol forcing and troubleshoot remotely using a DCA Remote2 connection. Generate traffic onto a network for testing and schedule routine events to automatically occur. User Explain Messages can be used to add custom messages to be displayed along with the Expert Explain. Configure the Expert Sniffer to meet the needs of a specific network.

Manage many different types of files and use Expert data files to view information about a capture. Use Setup files to save groups of settings for later. Save a trace file captured from a network and load captured frames from memory into the capture buffer. Print frames from the capture buffer, and data from a DSS.

To check out a course, contact Shawndelle Semans at 444-3820, Outlook or e-mail at ssemans@state.mt.us. If you have questions about this article, contact Trapper Badovinac of the Policy, Development and Customer Relations Bureau at 444-4917, Outlook or e-mail at tbadovinac@state.mt.us.

This is a two-hour seminar that covers the following:

- network security
- laws, rules, and policies
- login IDs and passwords
- viruses, hoaxes, and chain letters
- proper use of e-mail and the Internet
- user responsibilities

Thursday, August 19, 1999

8:30-10:30 am

Rm. 13, Mitchell Bldg.

For registration or more information, please contact Lois Lebahn (llebahn@state.mt.us) or Kim Ingwaldson (kingwaldson@state.mt.us) of ISD at 444-2700.

Training Calendar

Non Credit Workshops

This schedule was assembled by the Helena College of Technology of the University of Montana. If you have any questions about enrollment, please call 444-6821. All classes are held at HCT, 1115 N. Roberts.

The Helena College of Technology will make reasonable accommodations for any disability that may interfere with a person's ability to participate in training.

Persons needing an accommodation must notify the college two weeks before the date of training to allow adequate time to make needed arrangements. To make your request, call 444-6821.

To enroll in a class, you must send or deadhead a State Training Enrollment Application to State Training Center, HCT, Helena, MT 59601.

If you have questions about enrollment, please call 444-6821 or e-mail to 'Helena College of UM' or lsuttorp@state.mt.us.

See www.hct.umontana.edu for more information.

Once you enroll in a class, the full fee will be charged UNLESS you cancel at least three business days before the first day of class. HCT is also willing to schedule specific classes by request for state agencies.

State Training Calendar

Database Classes	PREREQ	DATE	COST	DAYS
Intro to Oracle	Windows 95	Sept 1-2	200	2
Discoverer 3.0	Windows 95	Sept 15	100	1
SQL/PL-SQL	Intro to Oracle	Sept 28-30	300	3
Oracle Developer 2000	Intro to Oracle & SQL/PL-SQL	Oct 19-22, 26-29 am	**442.20	apr 4
Oracle Designer	Oracle Dev; SQL/PL-SQL recom.	TBA	**536.95	apr 5
Access 97	Windows 95	Sept 9-10	200	2

Data Network/Mainframe Classes

DocDirect	N/A	Aug 4, 11, 18 8-9:30 or 10:30-12	FREE	-
RDS 3270 (ViewDirect)	N/A	Aug 4, 11, 18 9:30-10:30	FREE	-

Microcomputer Classes

Windows 95 Conversion	familiar w/Windows	Aug 3 am, Aug 31 am, Oct 4 am	50	1/2
Windows 95	N/A	Aug 30	100	1
Outlook 98	Windows 95	Aug 10, Sept 8 or 22, Oct 7 or 14	FREE	1/3
Adv. Outlook 98	Outlook 98	Sept 24 am	43	1/3
Word 97 Conversion	Windows 95	Aug 17 am, Sept 3 am, Oct 14 pm	50	1/2
Intro to Word 97	Windows 95	Aug 4, Sept 13 or 16, Oct 5 or 13	100	1
Intermediate Word 97	Intro to Word 97	Aug 11, Sept 21 or 23, Oct 7 or 19	100	1
Advanced Word 97	Interm Word 97	Sept 22 - 23	200	2
Excel 97 Conversion	Windows 95	Aug 18 am, Sept 9 am, Oct 7 am	50	1/2
Intro to Excel 97	Windows 95	Aug 5, Sept 1 or 3, Oct 6 or 20	100	1
Intermediate Excel 97	Intro to Excel 97	Aug 12, Sept 20 or 27, Oct 21	100	1
Advanced Excel 97	Interm Excel 97	Sept 29-30	200	2
Internet	Windows 95	Sept 13	100	1
Building Web Pages	Internet	Sept 16-17, Oct 27-28	200	2
PowerPoint	Windows 95	Sept 7-8	200	2
Microsoft 97 Integrated	Word, Excel, Access	Oct 14-15	200	2

*Outlook 98 is for employees new to state agencies that have already converted to Outlook

Prerequisites August be met with consent of Instructor.

**The Oracle Designer and Developer class fees are recovered through the monthly data network rate and paid for by ISD.

State Training Enrollment Application

Complete IN FULL and return AT LEAST ONE WEEK prior to the first day of class.

Course Data

Course Request _____

Date Offered _____

Student Data

Name _____

Soc. Sec. Number (for P/P/P) _____

Agency & Division _____

Mailing Address _____

Phone _____

How have you met the required prerequisites for this course? Explain, giving the class(s) taken, tutorial completed, and/or experience.

Billing Information/Authorization Mandatory

LogonID _____ Agency# _____ Authorized Signature _____

If attending Oracle Developer or Designer training, your application must also be approved by the agency IT Manager.

IT Manager _____

Training is needed for

- ☐ Agency Oracle Developer
- ☐ Continuing education opportunity (Agency will be billed for training.)
- ☐ Agency contractor (Agency will be billed for training.)

Full class fee will be billed to registrant unless cancellation is made three business days before the start date of the class.

DeadHead completed form to

State Training Center, Helena College of Technology of the U of M
Phone 444-6800 FAX 444-6892

Editor's Notes



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This newsletter is dedicated to educating and informing with pertinent State technology news. Alternative accessible formats provided upon request to persons with disabilities.

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- ISD Box #, Deadhead or Mail
- www.state.mt.us/isd/current/news/index.htm
- ISD's Value Added Server/guest/N&V

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Send the article to Trapper Badovinac, via e-mail. The deadline for inclusion in the following month's newsletter is the 1st week of the previous month.

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Contacts & Editor

Editor: Trapper Badovinac (444-4917),
Outlook or e-mail at tbadovinac@state.mt.us

Layout: Diana MacDonald (444-3170),
Outlook or e-mail at dmacdonald@state.mt.us

Subscription: Lois Lebahn (444-2073),
Outlook or e-mail at llebahn@state.mt.us

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6127

Department of Administration
Information Services Division
Mitchell Building, Room 229
P.O. Box 200113
Helena, MT 59620-0113